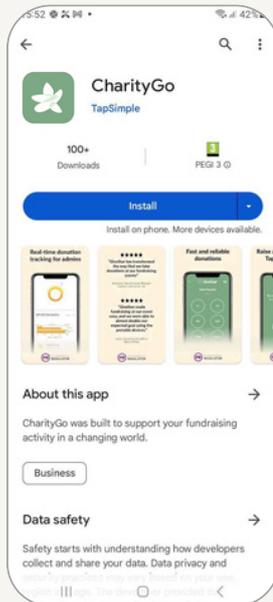




# Using the CharityGo app

Take contactless donations with just your smartphone  
No Card Reader, No Problem!



## Download the App

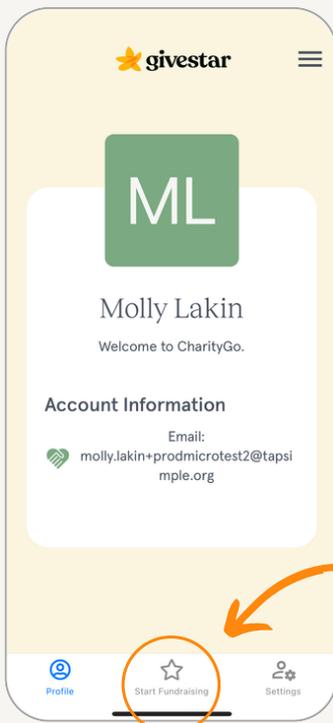
Download '**CharityGo**' from the relevant app store and open it.

**You will need to allow the app to access your device's location 'While using the app', and allow connection of 'Nearby devices' if offered.**

Once you have confirmed these, **sign in** to the **CharityGo** app with same details you set up to access your fundraising page.



## Getting started with Boost Donate 🚀



You will land on your fundraising profile.

As soon as you log in, CharityGo will start to initialize Boost Donate in the background. This is usually within 5 seconds, but can take longer depending on your phone signal.

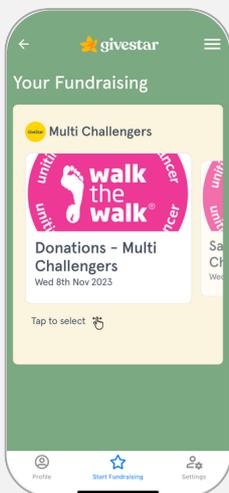
Tap '**Start Fundraising**' to get started.

# Taking a donation

Take contactless donations with just your smartphone  
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## Taking a donation - Android phones

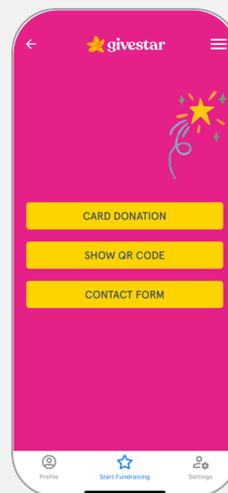
The following guide will help you take your first contactless donation using Boost Donate on Android.



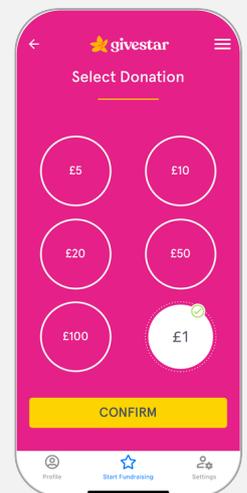
Select **'Start Fundraising'** in the menu bar, then tap/swipe to select your campaign card



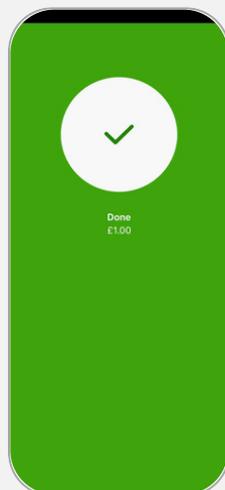
Tap 'Press to donate', use back if you want to use a different campaign



Press **Card donation**, then choose the amount that is to be donated by clicking the number and pressing **'confirm'**



The donor should hold their card **on the back of the phone** until you see the green confirmation screen.



The donor can then remove their card from the back of the phone.

If the **gift aid form** is presented, the donor can choose **yes or no** (form illustrated on page 4)



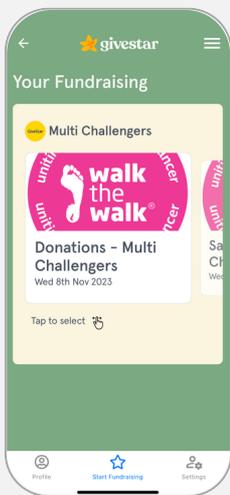
Press **'Donation Complete'** button to return to the beginning of the flow

# Taking a donation

Take contactless donations with just your smartphone  
No Card Reader, No Problem!

## Taking a donation - iPhone

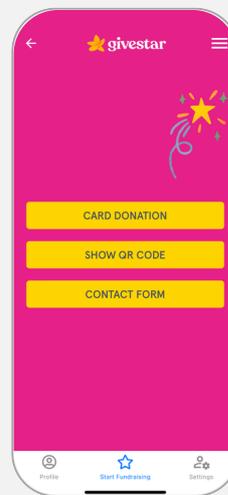
The following guide will help you take your first contactless donation using Boost Donate on iPhone.



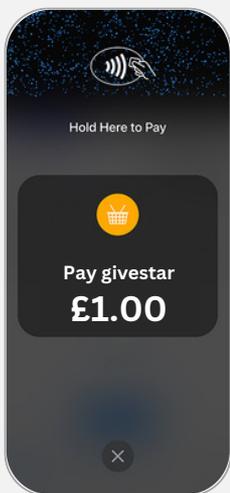
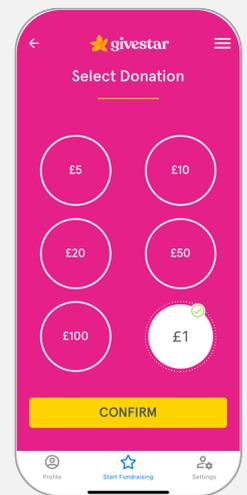
Select **'Start Fundraising'** in the menu bar, then tap to select your campaign card



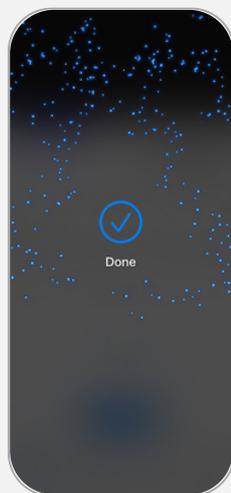
Tap **'Press to donate'**, use back if you want to use a different campaign



Press **Card donation**, then choose the amount that is to be donated by clicking the number and pressing **'confirm'**



The donor should hold their card **horizontally at the top** of your iPhone, over the contactless symbol.



When you see the **'done'** checkmark, the transaction is complete.

If the **gift aid form** is presented, the donor can choose **yes or no** (form illustrated on page 4)



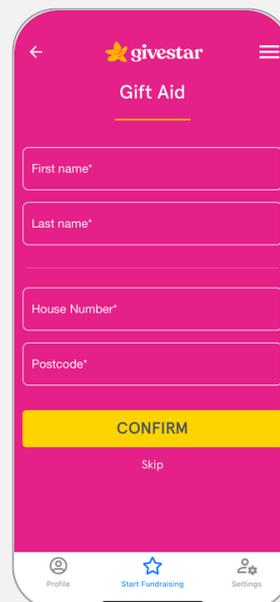
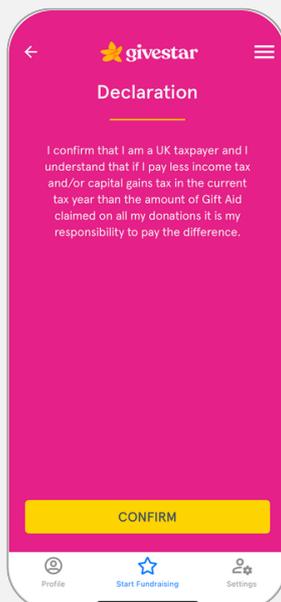
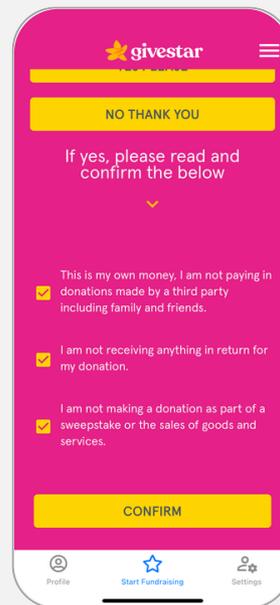
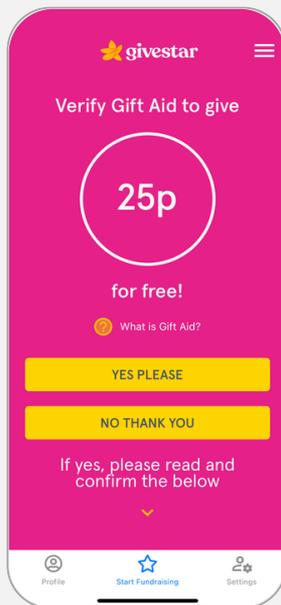
Press **'Donation Complete'** button to return to the beginning of the flow



# Additional Functionality

## Gift Aid

If Gift Aid collection has been enabled by your charity admin, the donor can enter their details after making payment



# TIPS AND TRICKS

## BE PREPARED!

### Figure out where your phone's NFC chip is:

- For iPhones – this is at the top and front of the phone
- For Android users – This is normally on the back of the phone, though the location can vary so find out where it is for your model by running a test with your card

The donor will need to line up the contactless symbol on their card with the NFC on your phone. It can be helpful to put a sticker on your phone.

**Always do a test transaction before you start fundraising and don't forget to let donors know that you can take a card payment!**

## TROUBLESHOOTING

To process donations, you will require a good/stable internet connection, either via WIFI or 4G/5G. If you are using WIFI, and you are having difficulty connecting, switch to mobile data.

Be careful in crowded events, the strength of your mobile data signal can fluctuate.

You will need to enable location permissions 'Whilst using the app', so if you haven't done that navigate to your phone settings to do this.

### Need more assistance?

Get in touch with our friendly support team at [support@givestar.zohodesk.eu](mailto:support@givestar.zohodesk.eu)

## ABOUT BOOST DONATE

### What is Boost Donate and how does it work?

Boost Donate is a brand new feature available for people fundraising on the CharityGo app that enables you to take contactless donations in person, instantly, from your own phone, for free.

### Can I accept Amex?

The app accepts Visa, Mastercard and American Express contactless debit/credit cards.

### Does it take mobile pay e.g Apple Pay?

Yes – the app accepts payments from NFC-based mobile wallets such as Apple Pay, Google Pay and Samsung Pay.

### What is the maximum donation allowed?

The contactless limit in the UK is £100, though this can be increased if the donor uses Apple Pay, Google Pay etc. Some UK cards will offer Pin on Glass when donating on an iPhone, removing the £100 limit.

### Is it secure?

Boost donate has been built using state-of-the-art security technologies and is supplied by a PCI DSS-certified payment provider. The app is verified by Mastercard, Visa and American Express, and cannot be used on devices whose security is not up to the specification required.

### Is any donor information stored on the phone?

No, all data is transmitted at the point of donation, with nothing left on the application post-donation. Any donor who donates through this solution can have confidence that the security of their card details is maintained at each stage of the process.

### What phone/software version do I need?

- Apple Users – you need an iPhone XS or above and you need to be running iOS 16.4 or later.
- Android Users – you need an Android phone that has NFC capability, is Google-certified and runs Android 10 or above.